

1-800-997-9999

When Are Benefits Available Each Month?

Food Stamp Benefits

If the last digit of the casehead's social security number is:	Benefits are first available on this day of the month:
0-3	5th
4-6	10th
7-9	15th

TEA Benefits

TEA Benefits are normally available on the first calendar day of the month.

Benefits For Newly Opened Cases

For new **Food Stamp** cases open after the first of the month, benefits are available two working days after the case is approved. **TEA** benefits for a case opened after the first of the month are normally available the day after the case is approved.

Note: All benefits are available beginning at 6:00 a.m. on dates shown above. **Any benefits left over at the end of the month are carried over to the next month. you will not lose any benefits as long as you use them within 90 days.**

Where To Use Your Card



• **To Use Food Stamp Benefits**

You can only use your EBT card at grocery stores that display the *Quest*® symbol.

You may only purchase food items with your Food Stamp benefits.

• **Using TEA Benefits**

You can withdrawal your TEA benefits from Arkansas Automated Teller Machines which display the Quest® symbol. At most ATMs the bank will charge you \$2.00 or 2% of the amount of your withdrawal, whichever is less, for using their machine. In addition, after doing two TEA cash withdrawals each month, you will be charged an \$.85 fee by DHS for each cash withdrawal you do the rest of the month at either an ATM or a grocery store.

At some Arkansas grocery stores you can make purchases or receive cash back with a purchase from your TEA account. You will not be charged a fee for these transactions.

Verifying Your Food Stamp or TEA Account Balance

- Check your last purchase receipt. It shows the amount of your purchase and remaining balance
- Call the Help Desk (see below)

How To Use A Telephone To Check Your Balance

1. Call the Help Desk at 1-800-997-9999
2. After listening to the opening message, enter "1" to hear messages in English or "2" for Spanish
3. Enter your 16-digit card number when asked to do so
4. After a short pause, your benefit balance(s) will be given to you
5. If you do not have a touch-tone telephone stay on the line and a customer service representative will be with you shortly to assist you

If You Move Out Of State

Chances are the city you are moving to will have retail stores that will accept your EBT card. Check with your DHS County Office for assistance. Or any Food Stamp benefits remaining in your EBT account can be converted to paper Food Stamp coupons and mailed to your new address.